BUS-7
System eXchange

Josephine Caffrey, Editor

Purchase Card Program   -Debra Bilberry

Participants of the Los Alamos National Laboratory Purchase Card Program will begin using a new lab-wide system called, Purchase Card System (PCS) July 18.

PCS is being developed in a collaborative effort between BUS Division and CIC Division. The process to automate the Purchase Card Program began last summer. BUS began by looking at vendor programs available from across the nation. BUS discovered that vendors did not have software packages to support users in multiple platform environments and computers scattered over 40+ square miles. BUS and CIC found a number of willing people (cardholders, approvers, and business users of the Purchase Card Program) and they set out to develop a comprehensive system that would meet LANL requirements. The first phase of the system is the automation of the statement reconciliation process which will eliminate redundant, time consuming work and minimize paper shuffling. Features of the automated statement reconciliation process include but is not limited to:

- ◆ Electronic transmission of cardholder statements from Rocky Mountain Bank Card System to LANL
- ◆ Individual cardholders electronically notified when their statement is available for reconciliation
- ◆ Validation of cost distribution
- ◆ Capability of splitting cost distribution for any purchase or item
- ◆ Ability to capture bar codes for sensitive and attractive items
- ◆ Property Accounting has the ability to check for sensitive and attractive items and verify correct financial accounts
- ◆ Automated vouchering to the Financial Management Information System (FMIS)
- ◆ Automated payment of the summary invoice to Rocky Mountain Bankcard System.

The Purchase Card System is being developed using Powerbuilder (a desktop development tool) which provides an easy-to-use graphical user interface (GUI) and runs on both IBM PC (or compatible) and Macintosh platforms. PCS can be accessed from any site that can connect to the Lab's computer infrastructure. The PCS user must have a smartcard or ICN password to access the system. The security measure of using either a smartcard or ICN password helps assure the safety and integrity of financial data, credit card account numbers and other similar data. Purchase card users must have access to either a PC with a minimum of a 486 SX Processor, 20 MB Disk Space and 16MB RAM or a Macintosh with a 68030 or higher Processor, 15MB Disk Space and 24MB RAM. If the cardholder or approver is planning to buy a new computer, please check the BUS standards page at http://www.bus.lanl.gov:8001/bus/highlights/desktop/desktop.html or the Information Architecture web site at http://www.lanl.gov/projects/ia/stds/ia550810.html for LANL standards for new computer hardware requirements. These standards will help ensure that the new computer purchased will meet future computing needs as other lab-wide applications are deployed.

July 18 is the date of the deployment of the first phase of the Purchase Card System. Training will be given to current cardholders and approvers in the Purchase Card Program. The Purchase Card Office is coordinating the training and will contact the cardholders and approvers with their training time.

The Purchase Card System will have other phases in the coming year and we will keep you informed throughout the process. If you have any questions please give Debra Bilberry, BUS-7, a call at 5-1444.❑

Meeting Maker XP, is a group scheduling tool that allows you to propose and arrange meetings, keep a prioritized to-do list, plan activities through your personal calendar, integrate with e-mail users on your network and coordinate your schedule with anyone on the network. Also, for traveling purposes, it lets you work off-line (ie. using a laptop) and then automatically updates your calendar upon reconnection to the network. Meeting Maker is now the standard for BUS Division, as well as for LANL. It runs off the network on multiple platforms. CIC Division is planning to provide Meeting Maker services to everyone at the lab. The services will be very similar to what we now receive with our Eudora pop accounts; in terms of creating and maintaining the accounts.

Currently there are 90 licenses in BUS Division. Meeting Maker XP can be purchased with 10, 50, and 100 user license packs. To request Meeting Maker XP, contact your Group Leader. For ordering & installation information, contact Janelle Montoya at 5-4513. ❑

Janelle Montoya
Meeting Maker - Scheduling Tool

Total **I**ntegrated **P**rocurement **S**ystem & the **E**lectronic **I**nvoice **A**pproval **S**ystem

Marty Hughes

One phase of the Total Integrated Procurement System (TIPS) is an Electronic Invoice Approval System (EIAS) for accounts payable invoices. This system will allow for the electronic approval of accounts payable invoices by buyers and requesters The new system will eliminate the manual routing of invoices through the intra-Lab mail services, late payments and lost discounts on invoices requiring approvals (due to the slowness of the manual process) and improve the Performance Measures for Appendix F.

Invoice information will be entered into the Approval System by an accounts payable invoice processor or directly by the PAID System. The Approval System will then send out an E-Mail message to the requester or buyer notifying them that they have an invoice that requires approval. They will then need to sign-on to the Approval System to review the invoice and approve or disapprove it. If there is a question about the invoice the requester or buyer will be able to see a view of the purchase order or of previous invoices. The Approval System is a Powerbuilder application, similar to Financial Reporting System (FRS), that will run on a PC or a MAC. The actual image of the invoices or purchase orders will be in the Lab standard Portable Document Format (PDF).

Other advantages of the new Approval System will be the ability to forward the invoice to a new approver or buyer, automatic follow-up notices to requesters or buyers for unapproved invoices, capture approvals electronically (eliminating duplicate scanning of invoices), eliminate subsequent handling of invoice by accounts payable invoice processor, and provide a more efficient way of tracking and following up on unapproved invoices.

We are now in the process of conducting usability tests with selected buyers, requesters, and invoice processors. The full implementation is scheduled for the beginning of August. ❑

Computer Protection Plans

Donna Osborn
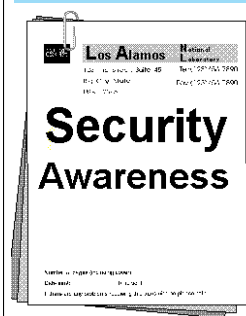
Is your Computer Protection Plan current? During the past year there have been several changes within the division which could impact your computer protection plans. Changes such as receiving a new computer/hardware or software, system connectivity (i.e. an account on the BUS super server), or a change in your location may require an update to your old plan or possibly a new plan. If changes are needed or you have questions about your plan, please contact Donna Osborn (AOCSR) at 7-8556, or email dosborn@lanl.gov who can advise you.❑
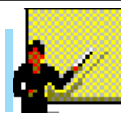
Training Survey Results-
Josephine Caffrey

On May 28 a survey, designed to help BUS-7 scope your training requirements and develop BUS-wide training, was sent to the bus-all mailing list via Eudora. We received excellent feedback; almost 50% (242 out of approx. 500) of BUS responded to the survey. Here you can review the final results. Development of classes for BUS continues and it is estimated that classes schedules will be available in the next few months. Check your email for updates!!!❑

1) What 3 software applications are you most interested in having training on?

EXCEL=	164
WORD=	128
POWERPOINT=	090

2) Are you required to produce presentation graphics as part of your job?

YES=	166
NO=	52
INTERESTED=	23

3) Do you use Excel?

YES=	180
NO=	36
INTERESTED=	24

4) Do you use Word?

YES=	224
NO=	11
INTERESTED=	5

5) How would you rate your skill level using Excel?

A NEVER/HARDLY=	63
B BEGINNER=	79
C INTERMEDIATE=	83
D ADVANCED=	15
NO RESPONSE=	2

6) How would you rate your skill level using Word?

A NEVER/HARDLY=	20
B BEGINNER=	114
C INTERMEDIATE=	94
D ADVANCED=	8
NO RESPONSE=	6

7) Is there any other kind of training (computer related) that you would be interested in?

INTERNET/NETSCAPE=	26
MICROCOMPUTER TRAINING=	16
FRS/DATAWAREHOUSE=	12

BUS Division Sailing fine with the Super Server

SSBUS – Brad Thurgood

The BUS-7 Microsystems Support team has finished the migration to SSBUS. A file server (in this case a Super Server, because it has more capacity than a normal file server) is a computer that shares documents, programs, printers, and other resources with everyone tied together on the network. Network cabling is used to allow communication between all of the users.

The SSBUS is considerably more efficient and superior than a normal file server and because most people can be on the same file server, it is easier to administer, and easier for users to share data. Of course, standard Novell security has provided and will continue to provide protection of data. It can be singled to a user, a team, a group, or any set of people as needed. The file server is located in our computer room, in a controlled environment so the computer won't over heat and there is limited access for security purposes.

Users of six file servers have been migrated and the servers shut down, namely: MAT2, BUS1-2, FIN-SERVER, BUS3, BUS6T, and AT430. MAT4261 users have been migrated and the server is scheduled for shut down in about two weeks.

Since the SSBUS has been set up, we have had a network card failure, but because we had a back-up already installed, we were able to get the file server up again in less than 15 minutes. SSBUS was also unavailable one morning due to complications from an older backup procedure, but we were able to get it up and running in less than one hour. We are currently, upgrading our backup procedures for SSBUS. Overall, available time, has been much better than with the older set of file servers, in fact we have seen a 36% decrease in productivity downtime cost and we are sure these savings will increase significantly as optimization of these institutional servers continues.

We have been encouraging sharing of applications from the server. This leverages the licenses that BUS owns. On a file server, you only need to purchase licenses for the number of users that will be using the application at the same time. If you have the application installed locally, you would need a valid license for each user's computer on which the application resides. Also, when new upgrades (or bug fixes) become available for the network copy, the changes need to occur mostly on the server with a small routine to inform each user's computer of the new information.

Due to the current networking operating system user limit, or 250 - it was decided that BUS-5 would benefit from having their own server. BUS-5's migration to their shared file server called BUS5, is well under way. All of their teams in the local BUS area will be migrating to the server. Although it does not have all of the same features as SSBUS, it has many of them and the potential for additional ones to be installed. BUS-5's setup will be very similar to that of SSBUS.

The BUS-7 Help desk will be providing continued support and will be able to answer questions related to SSBUS.❑

BUS DIVISION (Home)

As the Web becomes the primary informational exchange tool for BUS Division and the laboratory , BUS Division has organized a team comprised of a representative from each group to ensure that our web site is reflective of the whole division and provides a mechanism for focused growth. BUS-7 provides the coordination and technical support for this team.

The representatives for each group are:

BUS-1	Stevie Segura	BUS-2	Jane Martinez	BUS-DO Kevin Holsapple
BUS-3	Vanessa Delacruz	BUS-4	Paul Lujan	
BUS-5	Dave Delaney	BUS-6	Pat Webster	
BUS-7	Josephine Caffrey	BUS-8	Leroy Gonzales	

Please contact these people for questions related to their group's pages.❑

Do you go on travel for the Laboratory? If the answer is yes, you need to attend one of the new Travel System Training Overview Sessions. These sessions will be held in the Forum (TA-3, Building 1498), from 10:30 a.m. to noon July 9 and 11, and from 1:30 to 3 p.m. July 10. Uncleared personnel need to be escorted to the sessions held in the Forum. Call Patty Merrill at 7-4090 for reservation to the Travel System Overview.

After attending the Travel System Training Overview Session , if you feel you need some addition training call Patty Merrill at 7-4090 to register for hands-on classes given during the month of July and August. The hands-on classes are free but since seating is limited, there will be a $260 no show fee unless a 24 hour notice of cancellation is given.

The new Travel System will be on-line August 2. The paper forms, on-line jetform and the old TRIPS system will be eliminated. The only way to submit information for travel reimbursement is through the new Travel System.

The Travel System can be accessed from any IBM PC (IBM compatible) or Macintosh that can connect to the Lab's infrastructure using an ICN password or a smartcard. The minimum requirements to run the Travel System is to have access to either a PC with a minimum of 486 SX processor, 20 MB Disk Space and 16 MB RAM or a Macintosh with a 68030 or higher processor, 15 MB Disk Space and 24 MB RAM. If you are planning to buy a new computer, please check the BUS Standards page (http://www.bus.lanl.gov:8001/bus/highlights/desktop/desktop.html) or the Information Architecture web site (http://www.lanl.gov/projects/ia/stds/ia550810.html) for LANL standards for new computer hardware requirements to assure that the new computer purchased will meet future computing needs as other lab-wide applications are deployed.

If you have any questions about the new Travel System please give Debra Bilberry, BUS-7, a call at 5-1444. ❑

Do You Go on Travel for the Laboratory?

Debra Bilberry

As with previous issues of System eXchange, the issue of computer viruses has come up as an important one. Viruses can potentially effect all employees in our division either directly or indirectly. The major effect of virus encounters and incidents are related to loss of user productivity including users loss of access to PCs and or data, unreliable applications, screen messages, and interference. Lock-up and systems crashes are also commonly reported outcomes. In fact, there are no "good" viruses because even a virus that was not written with any bad intentions can have adverse effects on a system when it interacts with software or hardware that the author didn't anticipate.

Virhunt was previously the anti-virus solution for BUS but it is not meeting our needs any longer for global client-server virus protection, especially as its last update was as long ago as 1994. With computer viruses affecting about 90% of all organizations this year alone, costing approximately $2.7 billion dollars to American business and with two dozen viruses/strains being discovered

No Virus is a "Good" Virus
John Lucero

each month, we could not afford to delay addressing this issue any longer.

With InnocuLAN at the helm of our defense we are that much closer to a virus free business environment. InnocuLAN is an integrated client-server based solution that provides network-wide anti-virus protection for Novell Netware local area networks (LANs). Using detection, performance, administration, notification and reliability criteria, we believe InnocuLAN to be the optimal anti-virus solution for our BUS distributed network.

InnocuLAN has been installed on the SSBUS server and a procedure is in place for future implementation on the BUS5 server. A pilot began in May with approximately 20 people representing every group including the MicroSystems Support team.

Members of the pilot tested the installation procedure as well as the product itself. Overall there have been few calls to the Help Desk for assistance and only minor modifications were necessary to the installation procedure.

A plan is currently under development for deploying anti-virus protection to all BUS customers including those not connected to the SSBUS server. This will include customers using stand alone systems. Our goal is to make anti-virus protection available to everyone within BUS division in a timely and cost-effective manner.

BUS-7 is currently researching software tools which will aid in remote management and updates of the anti-virus software. A procedure is in place for checking for new viruses weekly.

If you have any questions about InnocuLAN please call the BUS-7 Help Desk at 5-0867. ❏

MicroSystems Support Continuing to Improve !   -Monica Spontarelli

Over the past couple of months, with the help of Jan Frensdorf from the BUS Quality Support Team, the Micro Systems Support Team has been working to improve the quality of the Help Desk operations with an end goal of providing faster, more consistent service to you, our customers.

Some of the improvements we have made include:

◆ Defined our Prioritization Process using our customers' needs as the basis for our criteria, assuring you will receive consistent service from the Help Desk regardless of who answers your call.

◆ Established metrics for response time (how long until we start to work on your request) and resolution time (how long until we fix your request). This data will be used to establish a service level agreement helping us to predict a response/resolution time for your requests.

◆ Increased percentage of problems resolved over the phone. Our goal is to solve 80% of requests over the phone (the Help Desk Industry standard average). By doing so, we will provide you with an immediate response and be able to service more customers per hour, than if we send a technician to your site, while driving the cost per call down.

Future improvements include:

◆We are working next on defining the subject descriptions we use to categorize our service requests by the type of call (for example, "hardware problems"). We can then make more effective recommendations to BUS management on training opportunities and system trends based on the number of calls we get on similar issues.

◆We will also be establishing a formal customer follow up schedule to keep you informed about the status of your service request.

Our efforts are designed to improve our services to you. We welcome and encourage all ideas and suggestions!❏

Safety Walk-Through - Angela Padilla

The quarterly health & safety walk through of BUS-7 work areas was performed on April 22, 1996. The walk through proved that in general the BUS-7 areas were clean, orderly and neat. Although the walk throughs concentrate on all aspects of safety and health, a large portion looks at computer related issues. What we have learned from this experience is that tangled wires from printers and computers can obstruct floor space and the over use of fat phoebes and some space heaters can cause overloading of the electrical circuits and overheating of the equipment. Contact your building facilitator if you can questions about your space heater. Another issue is that of ergonomics.

Due to the type of work BUS-7 employees perform (and BUS employees in general) we are at our computer workstations for the majority of the day. An ergonomic evaluation will be scheduled for appropriate ergonomic adjustments to minimize ergonomic stresses.

To find out about your group's health & safety issues, contact Lorraine Segura (7-1020) who can direct you to your safety liaison. For more information about ergonomics read the article "ergonomics" in the August 1995 issue of System eXchange. ❏
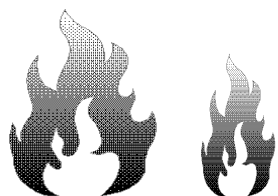
Hot Tips!!!
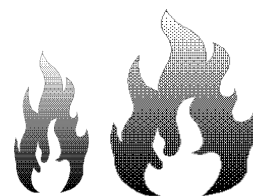
Eudora Email Hints

On many occasions individuals receive the exact same message multiple times because the distribution list is overlooked.

HINT #1

Distribution lists for Email can be quite long - and not typically part of a message that recipients want to review, but it might be worth a glance when you are planning to either pass a message on to people or want to reply to it.

HINT #2

The subject matter is something you might want to review also. When you respond to a message the subject matter appears as the same as the original by default with a Re: preceding it. If it really is directly responding to that subject - then it's not a problem, but it can cause confusion if you are just using the reply option for its convenience and the subject is actually different.

HINT #3

To "reply" only (i.e. JUST to the original author) you can click on the reply icon (looks like a bent arrow) or choose reply from the message menu. When you are registering for a class that someone has emailed the division about, it is probably not necessary to copy the whole division with a "sign me up" type of response, so "reply" is usually preferred.

To "reply all" (ie. to everyone who was originally copied on the message) then you can hold the shift key down at the same time as clicking on the reply option. Check the opposite isn't true (unless you want it to be) by looking at your settings (under the Special menu) & choosing the Replying category ('reply to all when shift is down')

HINT #4

You can Bcc (Blind carbon copy) instead of the To: field, to suppress the distribution list (usually if it happens to be rather long) so that recipients of the message do not have to scroll through this long list before they get to the actual message. If you do use this option (which is encouraged) it is probably worth letting your recipients know who the message went to (e.g. project team - presuming this doesn't defeat the purpose of using the Bcc) and that will avoid the message being forwarded on to the same people unnecessarily. The bus-all distribution list is a registered mailing list - so it doesn't produce a huge long list of names, but individual "nicknames" in Eudora can get pretty long.

HINT #5

The more often you check for mail, the more clogged the system will be. It is advised that you do not check your mail more than every 15 minutes (automatically). This can be checked in your settings ("Checking Mail" category.)

HINT #6

Some of us have found this out the hard way...when you forward or re-direct a message that originally had an attachment the mere act of choosing the forward/re-direct option does not automatically re-attach the attachment. You have to consciously attach every attachment that you would like to go with your message.

BUS DIVISION (Home)

What's new in the BUS Home Page?

In the **Frequently Asked Questions** Page:
(http://www.bus.lanl.gov:8001/bus/business/faq.html)
 you can now directly access the **Microsoft Knowledge Database** for answers on the MS product of your choice.

From the **Business** page
 (http://www.bus.lanl.gov:8001/bus/business/business.html)
you can link to **CIC's server** page which tells you which servers are up and running and which are down. This page is updated every 60 seconds!

On the **BUS-5 Business** page:
(http://www.bus.lanl.gov:8001/bus/organizational/bus-5/business/business.html)
you can link to several useful **procurement related sites** in and out of LANL. Interesting sites for both buyers and requesters.

From the **BUS-6 Services** page:
(http://www.bus.lanl.gov:8001/bus/organizational/bus-6/services/pairs.html)
you can link to the on-line Property Accounting, Inventory and Reporting System (**PAIRS**) to find the answer to property ownership questions.

From the **Just In Time Purchasing** page:
(http://www.bus.lanl.gov:8001/bus/services/jitpurch.html)
you can reach **vendor's home pages** (Holman's. Chang, CJE, McBride & PBI).❏

Did you forget your ICN password ?

Did you know that CIC are now charging a $7 fee for the administration of creating a new password if you have forgotten yours? This obviously provides a good incentive for not forgetting it, but if you feel like you need to write it down, please make sure it is in a secure place and won't be found by anyone but yourself. You can change your ICN password at any time (you don't have to wait for your current one to expire) by telneting to register and choosing option #2 *Change your ICN password.* ❏

Organizing Bookmarks in Netscape

You can organize your bookmarks into folders in a similar way that you might organize your mailboxes into folders in Eudora. Choose *Go To Bookmarks* from the Bookmarks menu, then from the Item menu, choose Insert Folder (and create a name that you can group bookmarks into). Then you can highlight and drag the bookmarks into that folder and shorten the bookmark list. You can also create separating lines for your bookmarks by choosing insert separator from the Items menu.

If you have discovered a neat "trick", "shortcut" or other "hot-tip", please do share it with everyone! Call or Email the editor and make your mark in the next issue of System eXchange!!!